



JOB DESCRIPTION

Job Title: Office Specialist/Receptionist
Classification: Non-Exempt
Employee Appointment: Temporary part-time, 25 hours per week
Reports To: Office & Eligibility Supervisor
Supervision Exercised: none

Job Purpose: The Office Specialist/Receptionist is responsible for providing administrative support to the office & eligibility supervisor and act as the primary backup for the full-time receptionist.

ESSENTIAL FUNCTIONS

- A. Show a demonstrated interest in FHRA's mission: Empowering People to Achieve Independence Through Housing
- B. Adhere to FHRA's Core Values
 1. Service: helping people to the best of our abilities
 2. Integrity: staying true to our word through action
 3. Teamwork: working together to achieve goals
 4. Quality: exceeding the average, striving for excellence
 5. Commitment: dedication to the FHRA Mission
- C. Serve as the primary back-up receptionist support during breaks and meetings.
 1. Answer multi-line phone system and direct calls as needed.
 2. Greet and direct residents and visitors in-person, over the phone and through email as needed to the appropriate department or staff in a timely manner
 3. Grant access to the building by following FHRA Visitor Policy.
 4. Assist residents with questions and concerns.
 5. Collect rent and issue receipts.
 6. Use Yardi software to find client information.
 7. Maintain a professional and personable demeanor while working with a diverse population in a non-judgmental way.
- D. Provide office specialist support to office and eligibility supervisor.
 1. Enter handwritten housing applications into computer system.
 2. Scan forms and enter into computer system.
 3. Create files for housing applicants.
 4. File housing application paperwork.
 5. Compose and edit housing forms, letters reports, policies, memos, and notices as needed.
 6. Perform clerical assignments such as filing, copying, faxing and typing.

Minimum Qualifications

1. Must be able to perform basic office skills such as answering phone and transferring calls, scanning, copying, and filing.
2. Practical knowledge of Microsoft Office Suite required.
3. At least two years of practical work experience in secretarial or office support position.
4. Must possess working knowledge of the general nature of rules, procedures, and methods related to the care and well-being of people with mental illness and/or chemical dependency.
5. Must have a high degree of interpersonal skills required to be able to communicate with, motivate, and/or facilitate.
6. Must pass a criminal background investigation.
7. Graduate of trade or technical school in the secretarial field or mental health field; or a combination of education and experience to perform job duties as described.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

Work Environment

This position works within an office environment.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to talk or hear.

Position Type/Expected Hours of Work

This is a part-time position. Schedule must be Monday through Friday and must fall within the 9:00 to 3:00 time frame.

Travel

The ability to travel is not required.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change by FHRA management to fit the Mission of the FHRA.

Competencies and Characteristics of a Successful Office Holder:

Client Focused: Committed to the understanding of client needs and successfully applying them to FHRA programs.

Results Driven: Can be counted on to exceed goals successfully; mission-driven, bottom-line oriented; steadfastly pushes self and others for results.

Detail-Oriented: Diligently checks for accuracy in work to ensure processes and written agreements are being followed.

Motivating Others: Empowers others; invites input from each person and shares ownership and visibility; makes everyone feel his/her work is important; is someone people like working

with.

Community Development: Develops strong external loyalty to the mission and values of the organization.

Projects Humility: be unafraid to admit mistakes and he/she does not know something and is willing to delegate project tasks to the group's most qualified person.

Project and Time Management: Identifies work priorities and is cognizant of deadlines while remaining flexible to the needs of the organization; is unafraid to communicate when in need of help from peers and is willing to help peers who need assistance while remaining responsible to the deadlines, work priorities and goals set for own job.